



June 29, 2020

Web Announcement 2235

Psychosocial Rehabilitation (PSR) Services Telehealth Claims that Denied Have Been Reprocessed

Update to [Web Announcement 2183](#): As providers were previously notified, Psychosocial Rehabilitation (PSR) services are permitted via telehealth for recipients under the age of 18. PSR telehealth services are billed with Healthcare Common Procedure Coding System (HCPCS) code H2017 with place of service code 02 if the recipient is under the age of 18.

Claims that processed on or after March 17, 2020, through May 4, 2020, with procedure code H2017 and place of service code 02 for recipients under the age of 18 that denied in error with error code 679 (This service is not covered under telehealth) have been automatically reprocessed. Results of the reprocessed claims appear on remittance advices dated July 3, 2020.

Please note: When claims are reprocessed, please be aware that all system and clinical claim editor edits are applicable. As a result, there may be no additional payment, and other claim denials may be received. Providers have the right to appeal denied claims, including those denied upon reprocessing. Please refer to [Medicaid Services Manual Chapter 100](#) and the [Billing Manual](#) for information concerning the claim appeal process and time frames.